Michigan Municipal League
Facebook Webinar
March 25, 2020

Chat Log

3/25/2020 16:01 Mohamed - MML: For audio - you can use your laptop/pc speakers. Or you can join by phone: United States (706) 913-1155 United States (716) 273-1030 United States (863) 208-0120 United States (415) 200-1362 PIN: 797 3899#

3/25/2020 16:01 Amy Perschbacher: Hello from Mount Pleasant

3/25/2020 16:01 Kimberly Schall: Hello from Almont

3/25/2020 16:01 Alicia Lorenzo: Hello from Lawrence

3/25/2020 16:01 amy laboisonniere: Greetings from Independence Township

3/25/2020 16:02 Patricia DeLorme: Hello from Honor

3/25/2020 16:02 Chris Barnett: I know Rachel Holland!

3/25/2020 16:02 Kamile Young: Hi from Marquette

3/25/2020 16:02 Christine Burns: Hello from beautiful Spring Lake!

3/25/2020 16:02 Cindy Stewart: hello from Troy

3/25/2020 16:02 Steve Kennedy: Greetings from South Lyon

3/25/2020 16:02 Mary Ruple: Hello from Portage.

3/25/2020 16:02 Lauri Read: Hello from Grosse Pointe Park

3/25/2020 16:03 Shannyn Fasbender: Hello from East Grand Rapids

3/25/2020 16:03 Kathleen Snyder: Hello from Eaton County

3/25/2020 16:03 Blaine Wing: Hi from Rochester!

3/25/2020 16:04 Kathy Winczewski: Hello from Ludington

3/25/2020 16:04 Keith Baker: Hello from Coldwater

3/25/2020 16:05 Jamie Forbes: Hello from Saginaw

3/25/2020 16:05 Audrey Tappenden: Hello #2 from Coldwater!

3/25/2020 16:05 Darwin McClary: Good afternoon from Albion!

3/25/2020 16:05 Valerie Mester: Hello from Greenville!

3/25/2020 16:05 Kim McIntire: I am not getting sound...can you send me the number and code again please

3/25/2020 16:06 Amy Jordan: Hi Kim, If you press on the phone, it will show the number.

3/25/2020 16:06 Kim McIntire: Thank You!

3/25/2020 16:06 Kathleen Duffy: Kathleen Duffy here in Royal Oak!
3/25/2020 16:06 Christine Burns: Also at the top of this thread. Its coming across better on phone than through computer speakers.
3/25/2020 16:06 Mohamed - MML: For audio - you can use your laptop/pc speakers. Or you can join by phone: United States (706) 913-1155 United States (716) 273-1030 United States (863) 208-0120 United States (415) 200-1362 PIN: 797 3899#
3/25/2020 16:07 Ted Lee Sadler: Good day - Thank you ... Please restate the Speaker's name. Thanks.
3/25/2020 16:07 Summer: Rachel Holland with Facebook
3/25/2020 16:08 Ted Lee Sadler: Thanks Summer
3/25/2020 16:08 Stephen Hannon: Hello from Garfield Township in Grand Traverse County
3/25/2020 16:08 (Private to Presenters) - Denae Davenport: If you post information or agendas on FB do you additionally need to physically post this information at City Hall? How do you reach your senior community?
3/25/2020 16:10 Matt Bach: Denae, that's a question for your city attorney, but generally speaking all the same posting requirements still apply. - Matt Bach, MML
3/25/2020 16:10 Elize Jekabson: Hi from Ypsilanti
3/25/2020 16:12 Tara Brown: Difficult to get a blue check mark..
3/25/2020 16:14 Sean Hobbins: Can we get the checkmark?
3/25/2020 16:19 Chris Barnett: This is great content and presentation for local gov's. Awesome job Rachel!
3/25/2020 16:21 Mary Beth Block: How can my city gain access to Local Alerts? Must
we be blue-badge verified first?
3/25/2020 16:22 **Dennis Strahle:** Hey, I am in rural MI and have fiber optic Internet! :-)
3/25/2020 16:27 **Jamie**

**Forbes:** https://www.facebook.com/cityofsaginawgovernment/

3/25/2020 16:33 **Matt Bach:** two Qs from Matt at the MML: When tagging other pages from your page, sometimes the tags feed in automatically when we start typing in the name of an individual or page and sometimes it doesn’t. Why is that? Can you tag individuals in a post from your page or just tag other pages?
3/25/2020 16:35 **Tyler Dotson:** What is the easiest way (is it possible?) to post documents, press releases, and more specifically PDF's or word documents on our Government page?
3/25/2020 16:36 (Private to Presenters) - **Alyse Jantz:** We have had issues getting our pages verified. I've tried the via business phone verification tool. https://www.facebook.com/HVrecreation/ & https://www.facebook.com/HuronValleyPoolsFitness/
3/25/2020 16:38 **Angela Dove:** How can you verify your phone number on FB when it is an automated system?
3/25/2020 16:38 **Heather Tykoski:** https://www.facebook.com/cityofludington/
3/25/2020 16:38 **Kimberly Schall:** What if your Admin was deleted and now you only have an editor, how do you add an admin when you do not have an admin to do that?
3/25/2020 16:39 **joan k:** Hello from Menominee
3/25/2020 16:39 **Andrew Felder:** Hey Joan, I hear your AOC is about to be delisted
3/25/2020 16:41 **Josh Jones:** Great content so far! Thanks from Menominee :)
3/25/2020 16:43 **Bridget Dean:** Yes, please!
3/25/2020 16:43 **Kathleen Snyder:** Yes, please send as much info as possible, including the slide deck. Thanks for doing this, very informative.
3/25/2020 16:45 **Elize Jekabson:** I'm still stuck on changing my pages name. All online how-to's are outdated.
3/25/2020 16:46 **Evan Sweet:** Elize, click on "About" on the left hand side of the page, and then click "Edit" next to your page name.
3/25/2020 16:47 **Michigan Municipal League:** All MML webinar's will be available here: http://www.mml.org/coronavirus
3/25/2020 16:49 **Elize Jekabson:** thanks evan. all the other things were sending me in circles
3/25/2020 16:53 Heather Tykoski: got turnred down for blue check
3/25/2020 16:53 Chris Barnett: Are local alerts available to all units of government at this time?
3/25/2020 16:53 Shari Clark: Are there any issues when highlighting certain businesses that if we may have missed another business of any favortism issues?
3/25/2020 16:54 Christine Burns: Is it possible for a local government to turn off comments entirely for a post? I know comments/likes help the algorithm but there are posts that we do NOT want people to have the ability to comment on.
3/25/2020 16:55 Sean Hobbins: where is the help portal?
3/25/2020 16:55 Angela Dove: Are public schools considered govt organization where FB is concerned?
3/25/2020 16:55 Leah Smith: Hello from Grosse Pointe Park. Can you explain how you recommend responding to negative comments on City government page posts?
3/25/2020 16:56 Ted Lee Sadler: Ms Smith - Politely, respectfully, professionally. If they are merely acting as trolls - shut them off.
3/25/2020 16:57 Sean Hobbins: There is also a "hide comment" feature.
3/25/2020 16:57 Christine Burns: Ted...we have a legal opinion that a govt page cannot hide comments or turn off people who are a pain. It violates their freedom of speech.
3/25/2020 16:58 Sean Hobbins: Do you have a source for that?
3/25/2020 16:58 Ted Lee Sadler: True - we can't ignore criticisms either, remain professional and respectful and when it's time, stop engaging.
3/25/2020 16:59 Sean Hobbins: We delete inappropriate comments but take screenshots to back them up to ensure we have a record. we have an expectation of decorum on our page just like in City Commission meetings.
3/25/2020 16:59 Leah Smith: Great ideas. Thanks Sean and Ted
3/25/2020 16:59 Christine Burns: Sean....you might want to verify with the AGs office that you can do that. We were told no.
3/25/2020 17:01 Sean Hobbins: Was there someone in particular you spoke to?
3/25/2020 17:01 Tyler Dotson: Sean, we have a social media policy that allows the moderation of comments as they relate to profanity, personal attacks, any notable legal precedents, etc. It was drafted by myself, approved by the attorney and approved by the City Commission.
3/25/2020 17:01 **Tara Brown:** How do I change the name of my City FB page to get the blue checkmark

3/25/2020 17:01 **Tonja Brice:** Excellent, timely content. Thank you so much for sharing the more intricate workings for local government entities! Very important right now.

3/25/2020 17:02 **Kamile Young:** Are there any suggestions for best practices concerning privacy policies?

3/25/2020 17:02 **Chris Barnett:** Why does Facebook hate Townships??:(

3/25/2020 17:02 **Kimberly Schall:** where can you find the help portal and or email address to request help?

3/25/2020 17:03 **Chris Barnett:** I'm kidding, but in Michigan, many townships are larger than cities. We would love to have access to Local Alerts!

3/25/2020 17:04 **Matt Bach:** Rachel also said you can contact her directly if you have questions where the help desk doesn’t seem to be responding. Here is Rachel's email: rachelholland@fb.com

3/25/2020 17:04 **Michigan Municipal League:** Help Portal:
https://www.facebook.com/gpa/help

3/25/2020 17:05 **Matt Bach:** I can speak from personal experience in managing the MML's FB that Rachel is very helpful!

3/25/2020 17:06 **Jody Egen:** Thank for a great session, Rachel. You always give great information and are very helpful!

3/25/2020 17:07 **Ted Lee Sadler:** Very good - Thank you MML and Ms Holland!

3/25/2020 17:07 **Mohamed - MML:** All of the videos and League Resources on the Coronavirus Resource page at http://www.mml.org/coronavirus

3/25/2020 17:07 **Ted Lee Sadler:** Please advise when present and slides are posted. Thank you!

3/25/2020 17:08 **Summer:** Most are uploaded within the day :)

3/25/2020 17:08 **Matt Bach:** Ted, we sure will. All attendees will receive a follow-up email from the MML with links to the presentation.

3/25/2020 17:09 (Private to Presenters) - **Clair Hurmuz:** If a personal account was locked for no reason at all, how can that be brought back? I had my personal account since 2009 that was locked about a year and so ago and even though I sent my DL pic, it still wasn't reinstated. I'm sorry if this is not related to this subject.

3/25/2020 17:09 **Lauri Read:** Thank you!

3/25/2020 17:09 **Dan Gilmartin:** Thank you Rachel.

3/25/2020 17:09 **Steve Kennedy:** Great presentation, thanks so much!
3/25/2020 17:09 Pat McGinnis: OUTSTANDING! Bring Rachel back for more soon!
3/25/2020 17:09 Kim McIntire: Thank you!
3/25/2020 17:09 Rachel Holland: Thank you all!! I love Michigan!!:heart_eyes:
3/25/2020 17:09 Jessica Gilkins: This was great information. Midland County thanks you Rachel!!
3/25/2020 17:10 joan k: Thank you!!
3/25/2020 17:10 (Private to Presenters) - Clair Hurmuz: THANK YOU
3/25/2020 17:10 Jenn Hill: thank you!